

## How do I return my order?

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## Adafruit's Return Policy

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Maybe you ended up not taking that workshop, or your project didn't need all those LEDs after all.

It is possible to return items that are in re-sellable condition (not opened, not soldered, not on fire) within a certain timeframe!

Shipment method	Time frame	Credit Method
Domestic (US orders)	Returned 30 days or less from receipt	Refund or store credit
Domestic (US orders)	Returned more than 30 days from receipt of package	store credit only
Domestic and International	Opened items or items not in re-sellable condition	No returns accepted
International	30 days or less from date of shipment	refund or store credit
International	more than 30 days from date of shipment	store credit only

We can only accept returns of unopened kits and products, within 30 days of receipt (for international orders, 30 days from shipment). Any returns after 30 days are in store credit only.

All returns are credited as store credit upon receipt for international orders or for Paypal / Credit card orders after 30 days of payment.

Customers are responsible for return shipping costs **unless the product is authorized as defective or damaged by the tech support team in the forums**. For returns of items valued at \$500 or more we charge a 5% re-stocking fee.

[Contact us \(https://adafru.it/dNL\)](https://adafru.it/dNL) if you have any issues and we'll do our best to help you out!

## How to return your items

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To return your items please fill out the [contact form \(https://adafru.it/dNL\)](https://adafru.it/dNL) here.

**Please contact us before returning any package!**

We're reasonable people and we hope you are too... contact us if you have any issues and we'll do our best to help you out.

Returns must be sent with trackable shipping and insurance - if we don't receive your return then we can't give you credit! We recommend UPS ground, well packaged, with plenty of tape.